

# INFORMATION EXCHANGE

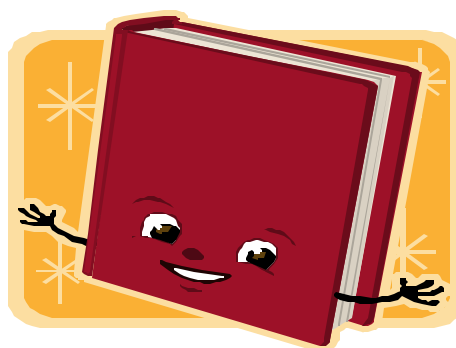
April 2005

## Resources for Workforce Development Programs

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## Looking for a Best Seller?



## Call the Employment Training Network!

The Employment Training Network (ETN) has a free workforce development library that contains enough material to satisfy any bookworm! And, you don't have to pay late fees! We are just a phone call away. See Page 6 for a listing of our newest "editions".

Our on-call consultants will come on site with volumes of information to help improve your current Workforce Investment Act (WIA) program or provide assistance with starting up a new program. We can assist with consultant fees and travel expenses.

The ETN can also help if you are interested in visiting other programs to learn first-hand about their operation. Book a trip and we'll help pay travel expenses!

Our services get great reviews! Call us at (916) 654-8896 and check it out for yourself!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

## Workforce Development Update

### CBU Announces Web-Based Training

The Capacity Building Unit of the Workforce Investment Division has recently entered cyberspace with the introduction of a web-based training pilot module on Workforce Investment Act (WIA) Performance.

Web-based training is designed to provide an alternative to classroom training. You can learn at your own pace through Internet access from your computer at your convenience. Eventually, you will be able to choose from a variety of topics related to WIA. The training is contained in modules so that you can focus on specific topics.

The training module currently being offered by the CBU on WIA Performance is entitled "Measure Up!" and can be completed in about 30-60 minutes. In this module individuals will learn to:

- Recognize terms used in WIA performance,
- Identify the customer groups that are measured for WIA performance,
- Identify sources of WIA performance data,
- Identify the consequences of WIA performance, and
- Identify effective performance strategies.

To access this training, go to [www.edd.ca.gov/wiarep/wiacb.htm](http://www.edd.ca.gov/wiarep/wiacb.htm). For additional information you may wish to contact Michael Baldwin at [mbaldwin@edd.ca.gov](mailto:mbaldwin@edd.ca.gov).

### WIA Cost Allocation Planning

The CBU would like you to check out their newest workshop "WIA Cost Allocation Planning". Here are some insights into this workshop that is being presented by Don MacMillan.

There are no prerequisites for this one-day class. This session is designed for Local Workforce Area (LWIA) One-Stop operators and subcontractors who are new to WIA and those with some experience in how to develop a Cost Allocation Plan (CAP).

Come prepared to actively participate in this fast-paced training session. The workshop will include an overview of the federal cost accounting requirements which require that all programs/grants that share in the benefits of a cost must also share in its expenses. The workshop will focus on the "what, why, and how" to develop a CAP. In addition, workshop attendees will participate in exercises and can discuss their own cost allocation issues.

Upon completion of the workshop participants will be able to:

- Describe the difference between a direct and a shared cost,
- Define a cost objective,

- Describe the four steps to developing a CAP,
- Explain how and why to measure the benefits of a WIA cost,
- List four out of the six contents of a CAP, and
- Know where to find the federal requirements regarding CAPs.

Currently there is a great demand for this workshop, if you are interested in hosting this workshop in June or July, please call Don MacMillan at (916) 654-8308.

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community, at no cost to the requesting agency.

The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: [www.edd.ca.gov/wiarep/wiacat.htm](http://www.edd.ca.gov/wiarep/wiacat.htm). Please consult the Training Calendar at [www.edd.ca.gov/wiarep/wiacal.htm](http://www.edd.ca.gov/wiarep/wiacal.htm) for the most current schedule.

## Program Resources

### Quick Reference Guides Provide Resources on Youth Issues

The National Collaborative on Workforce and Disability for Youth (NCWD/Youth) is offering a series of Quick Reference Guides that provides resources on critical topics for administrators, youth service practitioners, and policymakers. Each Guide offers succinct descriptions of a topic with resources that have been identified by experts at NCWD/Youth. The topics include:

- **Workplace Success:** The guide describes how to create successful work-based experiences for youth and their employers that foster adult employment success for all youth, particularly for those with disabilities.
- **Youth Development and Youth Leadership for all Youth:** The guide explains youth development and leadership components and how they lead to more effective workforce development programs.
- **Assessment:** The guide gives an overview of the process of collecting information that can be used in decision-making, career planning, and service plan development for a young person.
- **Hidden Disabilities:** The guide provides a basic understanding of how to identify and screen for hidden disabilities, connect to formal diagnosis, provide appropriate accommodations, and identify support services.

- **Benefits Planning for Youth with Disabilities:** The guide helps those assisting youth with disabilities navigate the range of state and federal government programs and benefits for people with disabilities in the United States.

- **Universal Access:** The guide assists those developing a program, service, or activity to make them accessible to youth and adults with disabilities.

The packet of guides can be downloaded at [www.ncwd-youth.info/resources\\_&\\_Publications/quick\\_Reference\\_Guides/](http://www.ncwd-youth.info/resources_&_Publications/quick_Reference_Guides/). Hard copies can be ordered at [www.ncwd-youth.info/resources\\_&\\_Publications/quick\\_Reference\\_Guides/order.php](http://www.ncwd-youth.info/resources_&_Publications/quick_Reference_Guides/order.php).

*Note: This article was obtained from the publication "Intersection: Navigating the Road to Work", the electronic newsletter of the National Collaborative on Workforce and Disability for Youth (NCWD/Youth). The newsletter and the NCWD/Youth web site offer information to improve services to youth and especially youth with disabilities. If you are interested in receiving this newsletter, please visit [http://www.ncwd-youth.info/intersection/signup\\_form.php](http://www.ncwd-youth.info/intersection/signup_form.php).*

## Training Opportunities

### Job Accommodation Network Annual Conference

Join the Job Accommodation Network (JAN) in San Francisco on September 26-27, 2005. JAN's Annual Conference, *Empowering Employers to Build an Inclusive Workforce*, offers a unique learning opportunity to enhance your organization's ability to accommodate and employ people with disabilities. Interact with JAN staff and national experts during training sessions on accommodation strategies, ADA/legal issues, and innovative employment practices.

Please visit [conference.jan.wvu.edu/](http://conference.jan.wvu.edu/), the 2005 JAN Conference web site, for more details about who should attend, registration fees, and featured speakers.

### Department of Rehabilitation Offers Training

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners.

For more information, please contact the DAS Training Coordinator, Bobby Aglubat at (916) 263-8695 or email [dastraining@dor.ca.gov](mailto:dastraining@dor.ca.gov).

## *Program Evaluation Instrument*

### **Participant Satisfaction Survey Assists in Program Development**

“Thank you...we are now closer to getting off aid and we feel confident.” This quotation comes from a unique survey developed for Workforce Investment Act (WIA) students at Ventura College.

The College developed a custom “participant satisfaction survey” for its Medical Assistant Training (MAT) Program funded through the County of Ventura from Department of Labor WIA funds for the summers of 2004/2005.

The first session of the MAT Program began on June 21, 2004 and ended on August 13, 2004. This eight-week training session enrolled 23 clients. Nineteen of the enrollees finished the training program, received a certificate of completion from Ventura College, and attended the East Campus graduation ceremony. On the day prior to graduation each student filled out a locally designed Participant Satisfaction Survey.

The survey instrument is comprised of six sections, with 23 questions that are answered by either checking off a response or by using an A – F grading scale. Additionally, participants were given the opportunity to express any remarks, recommendations or suggestions. The six sections are: Selection, Registration and Orientation; Training; Supportive Services; Placement Assistance; Job Interview or Job Placement; and Remarks, Recommendations, or Suggestions. Sample questions include: How do you rate the pace of the instruction? How do you rate the quality of the instruction and training? Did your worker contact you to see if you needed supportive services or other help?

To answer these questions, program participants were asked to use the common A – F grading system. Grade point averages (GPAs) were calculated for each question by assigning a numeric value (grade point) to each letter grade, adding the grade points, and dividing by the number of respondents. Grade point values were assigned as follows: A = 4, B = 3, C = 2, D = 1, and F = 0.

The anonymous survey takes about fifteen minutes to complete. The voluntary survey will be used to design the second course starting this summer. What were the results of the survey? Ventura College reports a favorable overall 3.37 GPA.

You may contact Linda Rubenstein for more information about this instrument at [lrubenstein@vcccd.net](mailto:lrubenstein@vcccd.net) or by calling (805) 525-7136.

## *Rapid Response Event*

### **Hats Off to San Bernardino JESD Rapid Response Team!**

CitiCards, an employer located in San Bernardino County, announced in the beginning of 2004 that their call center in Rancho Cucamonga would be laying off all 1,197 employees and closing at the end of the year. Employees were informed that CitiCards Call Center would be moving out of state to its call centers located in Arizona, Idaho, and Nevada and if they wished to relocate they were encouraged to apply at any of these locations.

After meeting with the CitiCards Human Resources (HR) Department, Jobs and Employer Services Department (JESD) planned and provided 30 on-site trainings covering Resume Writing, Interviewing Skills, and Job Search Techniques. Some training occurred after typical JESD work hours to accommodate the employees that worked late shifts.

At the end of the trainings, JESD provided two copies of *WinWay Resume* through Workforce Investment Act funding for use in the CitiCards Career Center. An Employment Resource Representative gave one-on-one resume writing to any employee that felt they needed some help with building their resume, giving them personal assistance from an expert in the field.

Through planning of the CitiCards HR Department and JESD a Job Fair was then organized. A total of 37 businesses and government organizations attended to recruit and share services. Many of the companies seeking to recruit were referred to CitiCards by JESD Job Development staff. After the Job Fair was held, companies were referred to CitiCards for Lunch-Time Recruitments that were held in the large employee lunchroom. In addition to the many hiring businesses and organizations that JESD referred, several staffing agencies recruited as well. These recruitments made it possible for some employees to find new employment before being affected by the layoff.

The JESD Rapid Response Team scheduled and conducted 30 Rapid Response Orientations. Information was disseminated on JESD, Workforce Investment Act (WIA) programs, Unemployment Insurance Benefits, and Employment Development Department (EDD) Job Services. All employees attending the Rapid Response Orientations felt the information was helpful.

For additional information on this successful Rapid Response event, please contact Gene Eisenbeisz from San Bernardino County LWIA at (909) 948-6605.

## *Labor Market Information*

### **2005 WIA Planning Information Packets Are Now Available**

The Labor Market Information Division (LMID) annually produces and distributes Planning Information Packets as an aid for planning and delivering services under the Workforce Investment Act. The packets contain relevant socioeconomic data, including data relating to public assistance, poverty guidelines, and demographic profiles.

Typical recipients of the packets are: Local Workforce Investment Boards; EDD Workforce Investment Division; EDD Division Chiefs and Field Office Managers; LMID Labor Market Consultants, and CalWORKs Program Specialists.

The Planning and Information Packets for 2005 will not be available in a printed version. The packets are now available for downloading at [www.calmis.ca.gov/file/PIP/PIP.htm](http://www.calmis.ca.gov/file/PIP/PIP.htm). For assistance with LMID's web site or if you have questions regarding tables or data in the packets, please telephone (916) 262-2162. For more information or questions about your county, contact your local labor market consultant for assistance. Their contact information is available on-line at <http://www.calmis.ca.gov/file/resource/analyst.htm>.

## *On-line Career Information*

### **California CareerZone - Career Information System**

The California CareerZone is a new web-based career information delivery system available to all Californians free of charge and provides the following:

- Self-Assessment tools for discovering one's interests and linking these interests to appropriate occupations;
- Descriptions and essential information (skills, training required) on 900 O\*Net occupations;
- Current and accurate California Labor Market Information including wages, growth occupations, and available jobs; and,
- More than 300 occupational videos showing real life footage of people doing these jobs.

Please visit [www.cacareerzone.org](http://www.cacareerzone.org) and take advantage of this invaluable information.

## *Assistance for Disabled Youth*

### **DOL Database to Assist Disabled Youth for Summer Employment**

The United States Department of Labor's (DOL) Office of Disability Employment Policy (ODEP) is offering the Workforce Recruitment Program (WRP) database of job seekers with disabilities. The database is provided on a complimentary CD-ROM.

The WRP database identifies 1,913 students and graduates with disabilities and provides employers the opportunity to hire from a pool of pre-screened applicants who have skills in disciplines ranging from computer sciences and business to communications, engineering, office administration and more. Public and private sector employers can use the information to help meet their staffing needs.

The database generates candidate profiles, academic and demographic data and contact information for students from more than 200 colleges and universities in more than 45 states and territories.

The ODEP's portfolio of assets for employers also includes the Job Accommodation Network (JAN) and the Employer Assistance and Recruiting Network (EARN). The JAN is a toll free information and referral service on job accommodations, self-employment and small business opportunities for people with disabilities and can be reached at 1-800-526-7234 or at [www.jan.wvu.edu](http://www.jan.wvu.edu). The EARN, a national toll free telephone and electronic information referral service, helps employers who have job vacancies to find and recruit qualified workers with disabilities in their localities.

To request a copy of the CD-ROM, send your name, company name, address, and phone number to [wrp@dol.gov](mailto:wrp@dol.gov) or call ODEP, at 202-693-7880. More information is available on ODEP's web site located at [www.dol.gov/opa/media/ress/odept](http://www.dol.gov/opa/media/ress/odept).



## Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

### ORGANIZATIONAL DEVELOPMENT

*Diagnosing Organizations: Methods, Models, and Processes (Applied Social Research Methods), Third Edition,* Sage Publications, Inc. (J2278)

### LEADERSHIP SKILLS

*25 Activities for Developing Team Leaders,* Pfeiffer (J2279)

*Pfeiffer's Classic Activities for Developing New Managers,* Pfeiffer (J2280)

### JOB RETENTION

*Start Right...Stay Right, Every Employee's Straight-Talk Guide to JOB SUCCESS,* The Walk the Talk Company (J2281)

*Employment Retention Essentials, Building a Retention-Focused Organization,* Public/Private Ventures (J2282)

*An Introduction to the Rules of Work: How to Succeed on the Job,* Linx Educational Publishing, Inc. (Video) (J2283-AV)

### PROFESSIONAL IMAGE

*Grooming, Dressing, and Body Language: Your Success Starts Here!, Tips and Techniques to Improve Your Total Body Image,* Linx Educational Publishing, Inc. (Video) (J2284-AV)

### JOB SEARCH TECHNIQUES

*Foolproof Ways to Find a Job, Sharpening Job Hunting Techniques,* Linx Educational Publishing, Inc. (Video) (J2285-AV)

### INTERVIEWING SKILLS

*Interview for Success, A Practical Guide to Increasing Job Interviews, Offers, and Salaries, Seventh Edition,* Impact Publications (J2286)

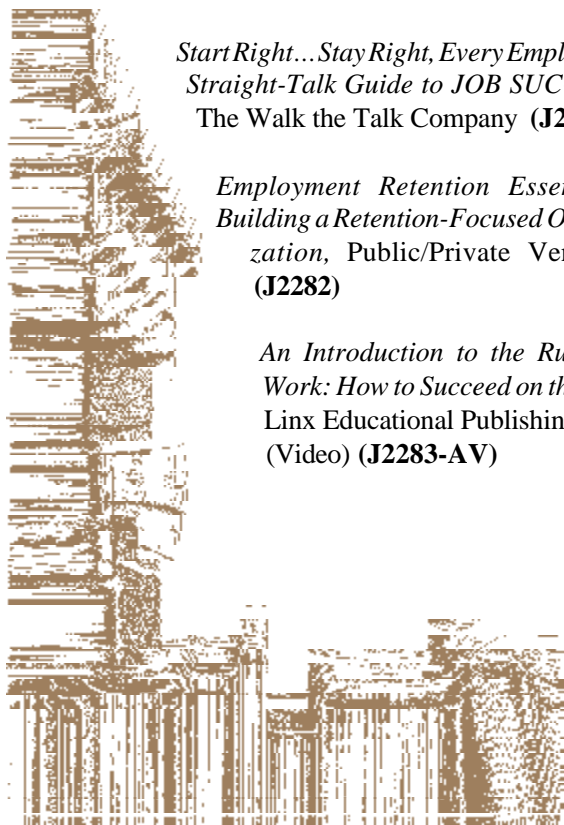
*Nail the Job Interview, 101 Dynamite Answers to Interview Questions,* Impact Publications (J2287)

*Job Interview Tips for People with Not-So-Hot Backgrounds, How to Put Red Flags Behind You and Win the Job,* Impact Publications (J2288)

### RESUME WRITING

*Your Resume: First They Must See You in Writing!,* Linx Educational Publishing, Inc. (Video) (J2289-AV)

*Creating Your High School Resume, A Step-by-Step Guide to Preparing an Effective Resume for Jobs, College, and Training Programs, Second Edition,* JIST Works, Inc. (J2290)



# INFORMATION EXCHANGE

## April 2005

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5 WIA Exit Strategies for Adults & Dislocated Workers Los Angeles- (213) 485-0926	6 WIA Youth Performance Management Ventura- (805) 653-7866	7 WIA Exit Strategies for Youth Ventura-(805) 653-7866 WIA Exit Strategies for Adults & Dislocated Workers Riverside-(951) 955-9139	8
11	12 WIA Exit Strategies for Youth Oakland-(510) 768-4442	13 WIA Exit Strategies for Adults & Dislocated Workers Anaheim- (714) 765-4342	14	15
18	19 WIA Exit Strategies for Youth Programs San Bernardino County- (909) 386-5131 WIA Exit Strategies for Adults & Dislocated Workers San Bernardino County- (909) 386-5131	20	21 Assess with Finesse Inglewood- (310) 793-7044	22
25	26 WIA Exit Strategies for Adults & Dislocated Workers Richmond-(510) 307-8018 Presentation Skills II Oakland-(510) 768-4442 Let's Talk Business Los Angeles- (310) 793-7044	27 WIA Exit Strategies for Adults & Dislocated Workers San Jose-(408) 277-4762	28	29

\*Training in shaded boxes conducted by the Capacity Building Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)

# INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK  
c/o EDD/WID  
PO Box 826880 MIC 69  
Sacramento, CA 94280-0001

## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**